

For further information, contact the Office of Public Affairs, Federal Trade Commission, Pennsylvania Avenue at Sixth Street NW., Washington, DC 20580. Phone, 202-326-2180. Fax, 202-326-3676. Internet, <http://www.ftc.gov/>.

GENERAL SERVICES ADMINISTRATION

General Services Building, Eighteenth and F Streets NW., Washington, DC 20405
Phone, 202-708-5082. Internet, <http://www.gsa.gov/>.

Administrator of General Services	DAVID J. BARRAM
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Deputy Administrator	THURMAN M. DAVIS, SR.
Chief of Staff	MARTHA N. JOHNSON
Deputy Chief of Staff	ERIC M. DODDS
Associate Administrator for Equal Employment Opportunity	JAMES M. TAYLOR, <i>Acting</i>
Associate Administrator for Enterprise Development	DIETRA L. FORD
Associate Administrator for Communications	BETH NEWBURGER
Associate Administrator for Congressional and Intergovernmental Affairs	WILLIAM R. RATCHFORD
Associate Administrator for Management and Workplace Programs	SUSAN CLAMPITT
Chief of Staff for Management and Workplace Programs	ELAINE P. DADE
Director of Human Resources	GAIL T. LOVELACE
Director of Management Services	JOSEPH R. RODRIGUEZ
Controller	ELISABETH GUSTAFSON
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Deputy Chief Information Officer	DONALD P. HEFFERNAN, <i>Acting</i>
Assistant Chief Information Officer for Information Infrastructure and Support	DONALD P. HEFFERNAN
Assistant Chief Information Officer for Planning and Information Architecture	L. DIANE SAVOY, <i>Acting</i>
Director, Corporate Information Network	DIANE L. HERDT
Director, GSA Data Warehousing	JOHN J. LANDERS
Inspector General	WILLIAM R. BARTON
Deputy Inspector General	JOEL S. GALLAY
Executive Assistant to the Inspector General	GARRETT J. DAY
Assistant Inspector General for Administration	JAMES E. LE GETTE
Assistant Inspector General for Auditing	WILLIAM E. WHYTE, JR.
Assistant Inspector General for Investigations	JAMES E. HENDERSON
Counsel to the Inspector General	KATHLEEN S. TIGHE
Director, Internal Evaluation Staff	ANDREW A. RUSSONIELLO
Chairman, GSA Board of Contract Appeals	STEPHEN M. DANIELS
Vice Chairman	ROBERT W. PARKER
Board Counsel	ANNE M. QUIGLEY
Clerk of the Board	BEATRICE JONES
Chief Financial Officer	THOMAS R. BLOOM
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Director of Financial Management Systems	WILLIAM J. TOPOLEWSKI
General Counsel	EMILY CLARK HEWITT
Associate General Counsel for General Law	EUGENIA D. ELLISON, <i>Acting</i>
Associate General Counsel for Personal Property	GEORGE N. BARCLAY
Associate General Counsel for Real Property	SAMUEL J. MORRIS III

FEDERAL SUPPLY SERVICE

1941 Jefferson Davis Highway, Arlington, VA; Mailing address: Washington, DC 20406
Phone, 703-305-6667. Fax, 703-305-6577

Commissioner, Federal Supply Service	FRANK P. PUGLIESE, JR.
Deputy Commissioner	DONNA D. BENNETT
Chief of Staff	BARNEY BRASSEUX
Comptroller	JON JORDAN
Director of Transportation Audits	JEFFREY W. THURSTON
FSS Chief Information Officer	RAYMOND J. HANLEIN
Assistant Commissioner for Acquisition	WILLIAM N. GORMLEY
Assistant Commissioner for Business Management and Marketing	GARY FEIT
Assistant Commissioner for Contract Management	PATRICIA MEAD
Assistant Commissioner for Distribution Management	JOHN ROEHMER
Assistant Commissioner for Transportation and Property Management	ALLAN ZAIC
Assistant Commissioner for Vehicle Acquisition and Leasing Services	LESTER GRAY JR.

FEDERAL TECHNOLOGY SERVICE

Suite 210 North, 7799 Leesburg Pike, Falls Church, VA 22043
Phone, 703-285-1020

Commissioner for Federal Technology Service	DENNIS J. FISCHER
Deputy Commissioner	SANDRA N. BATES
Chief Financial Officer	ROBERT E. SUDA
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Assistant Commissioner for Information Technology Integration	CHARLES SELF
Assistant Commissioner for Regional Services	MARGARET BINNS
Assistant Commissioner for Service Delivery	FRANK E. LALLEY
Assistant Commissioner for Service Development	BRUCE BRIGNULL
Assistant Commissioner for Strategic Planning and Business Development	ABBY PIRNIE

PUBLIC BUILDINGS SERVICE

General Services Building, Eighteenth and F Streets NW., Washington, DC 20405
Phone, 202-501-1100

Commissioner, Public Buildings Service	ROBERT A. PECK
Deputy Commissioner	PAUL E. CHISTOLINI

Chief of Staff	ANTHONY E. COSTA
Chief Information Officer	PAUL WOHLLEBEN
Assistant Commissioner for Business Performance	ANTHONY ARTIGLIERE, <i>Acting</i>
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Assistant Commissioner for Property Disposal	BRIAN K. POLLY
Assistant Commissioner for Strategic Innovations	SHARON ROACH
Director, PBS Centers of Expertise	JOHN PETKEWICH

OFFICE OF GOVERNMENTWIDE POLICY

General Services Building, Eighteenth and F Streets NW., Washington, DC 20405
Phone, 202-501-8880

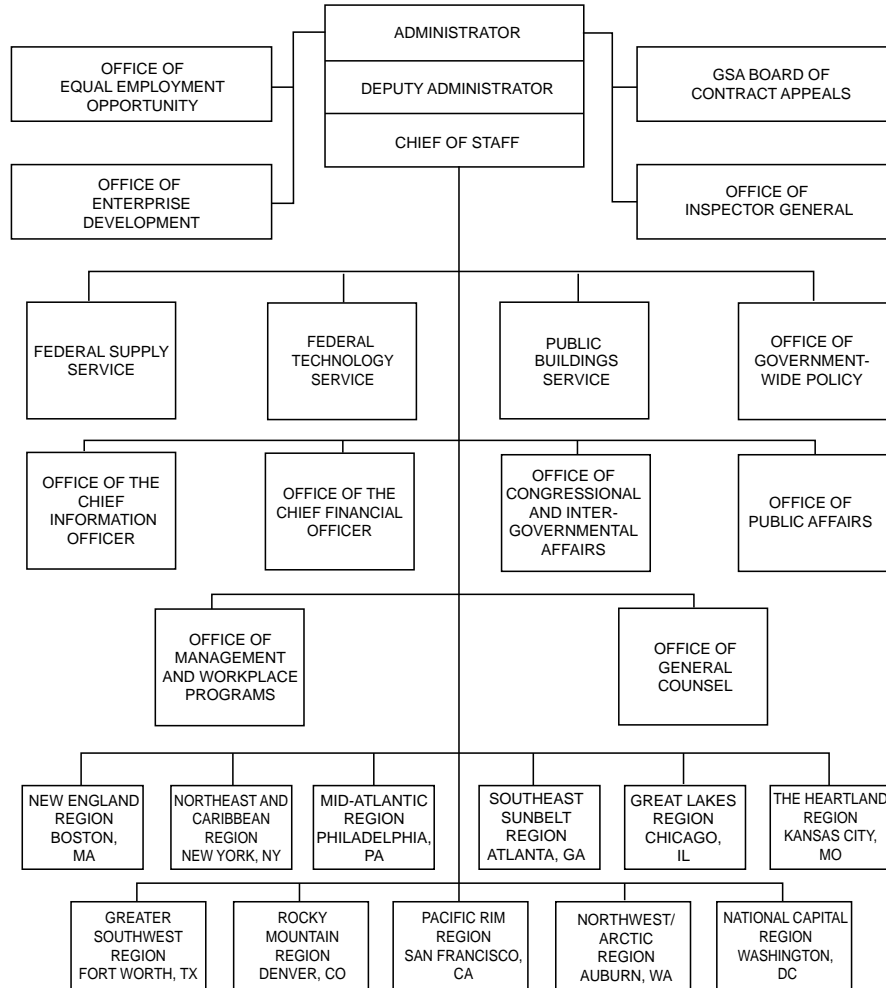
Associate Administrator for Governmentwide Policy	G. MARTIN WAGNER
Chief of Staff	JOHN SINDELAR
Executive Officer	STEPHANIE FONTENOT
Director, Committee Management Secretariat Staff	JAMES DEAN
Director of Electronic Commerce	ANTHONY TRENKLE
Director, Information Systems Management Staff	MIKE MCNEILL
Director, Regulatory Information Service Center	MARK SCHOENBERG
Deputy Associate Administrator for Acquisition Policy	IDA M. USTAD
Deputy Associate Administrator for Information Technology	JOAN STEYAERT
Deputy Associate Administrator for Intergovernmental Solutions	FRANCIS A. McDONOUGH
Deputy Associate Administrator for Real Property	DAVID L. BIBB
Deputy Associate Administrator for Transportation and Personal Property	REBECCA R. RHODES

[For the General Services Administration statement of organization, see the *Code of Federal Regulations*, Title 41, Part 105-53]

The General Services Administration establishes policy for and provides economical and efficient management of Government property and records, including construction and operation of buildings; procurement and distribution of supplies; utilization and disposal of real and personal property; transportation, traffic, and communications management; and management of the governmentwide automatic data processing resources program. Its functions are carried out at three levels of organization: the central office, regional offices, and field activities.

The General Services Administration the Federal Property and Administrative
(GSA) was established by section 101 of Services Act of 1949 (40 U.S.C. 751).

GENERAL SERVICES ADMINISTRATION



Acquisition Policy The Office of Acquisition Policy within the Office of Governmentwide Policy, plans, directs, and coordinates a comprehensive, agencywide acquisition policy program, including the establishment of major agency acquisition goals and objectives.

The Office of Acquisition Policy has a major role in developing, maintaining, issuing, and administering guiding principles via the Federal Acquisition Regulation (FAR), which is applicable to all Federal agencies. It chairs the Civilian Agency Acquisition Council and provides administrative support through the FAR Secretariat. The Office develops GSA implementing and supplementing principles required by FAR, which is published as the General Services Administration Acquisition Regulation.

The Office manages the agency's internal system for the suspension and debarment of nonresponsive contractors and a governmentwide system for exchanging information on debarred, suspended, and ineligible parties. The Office also is responsible for overseeing the agency's acquisition information system and serves as agency coordinator for the Federal Procurement Data System.

The Office's Federal Acquisition Institute fosters and promotes governmentwide career management and training programs to develop a professional workforce and coordinates

governmentwide studies to improve the procurement process.

For further information, call 202-501-1043.

Domestic Assistance Catalog The Federal Domestic Assistance Catalog Program collects and disseminates information on all federally operated domestic assistance programs such as grants, loans, and insurance. This information is published annually in the Catalog of Federal Domestic Assistance, and is available through the Federal Assistance Programs Retrieval System, a nationally accessible computer system.

For further information, contact the Federal Domestic Assistance Catalog staff. Phone, 202-708-5126.

Office of Enterprise Development The Office of Enterprise Development (OED) focuses on programs, policy, and outreach to assist the small business community nationwide in doing business with GSA. By accessing the Office's home page, small businesses can obtain information on GSA's current and proposed solicitations, on OED's national and regional contacts where small business counseling services are available, and on upcoming GSA outreach workshops and conferences. The Web site address is <http://www.gsa.gov/oed>.

For further information, call 202-501-1021.

Small Business Centers—General Services Administration

Region	Address	Telephone
National Capital—Washington, DC	Rm. 1050, 7th & D Sts. SW., 20407	202-708-5804
New England—Boston, MA	Rm. 290, 10 Causeway St., 02222	617-565-8100
Northeast and Caribbean—New York, NY	Rm. 18-130, 26 Federal Plz., 10278	212-264-1234
Mid-Atlantic—Philadelphia, PA	Rm. 808, 100 Penn Sq. E., 19107-3396	215-656-5523
Southeast Sunbelt—Atlanta, GA	Rm. 2832, 401 W. Peachtree St. NW., 30303	404-331-5103
Great Lakes—Chicago, IL	Rm. 3714, 230 S. Dearborn St., 60604	312-353-5383
Heartland—Kansas City, MO	Rm. 1160, 1500 E. Bannister Rd., 64131	816-926-7203
Southwest—Fort Worth, TX	Rm. 11A09, 819 Taylor St., 76102	817-978-3284
Rocky Mountain—Denver, CO	Rm. 145, Denver Federal Ctr., 80225-0006	303-326-7408
Pacific Rim—San Francisco, CA	Rm. 405, 450 Golden Gate Ave., 94102	415-522-2700
Satellite office—Los Angeles, CA	Rm. 3259, 300 N. Los Angeles St., 90012	213-894-3210
Northwest/Arctic—Auburn, WA	400 15th St. SW., 98001	206-931-7956

Contract Appeals The General Services Administration Board of Contract Appeals is responsible for resolving disputes arising out of contracts with the

General Services Administration, the Department of the Treasury, the Department of Education, the Department of Commerce, and other

Government agencies. The Board is also empowered to hear and decide requests for review of transportation audit rate determinations; claims by Federal civilian employees regarding travel and relocation expenses; and claims for the proceeds of the sale of property of certain Federal civilian employees. In addition, the Board provides alternative dispute resolution services to executive agencies in both contract disputes which are the subject of a contracting officer's decision and other contract-related disputes. Although the Board is located within the agency, it functions as an independent tribunal.

For further information, contact the Board of Contract Appeals (G), General Services Administration, Washington, DC 20405. Phone, 202-501-0585.

Equal Employment Opportunity The Office of Equal Employment Opportunity is responsible for the agency's equal employment opportunity program and nondiscrimination in Federal financial assistance compliance and federally conducted programs.

For further information, call 202-501-0767.

Federal Technology Service

The Federal Technology Service (FTS) delivers reimbursable local and long-distance telecommunications, information technology, and information security services to Federal agencies. Its mission is to provide information technology solutions and network services to support its customers' missions worldwide through its two business lines: Network Services and Information Technology Solutions.

The Network Services business line enables the FTS to provide its customers with end-to-end telecommunications services. Also included in this business line are several information technology (IT) applications approved by the Interagency Management Council which ensure that state-of-the-art technologies are deployed throughout the Government in a timely and cost-effective manner.

—The FTS2000 contracts provide long-distance telecommunications

service that offers the Federal Government low-cost, state-of-the-art, integrated voice, data, and video telecommunications. FTS2000 services are provided to more than 1.7 millions users through two multi-billion dollar 10-year contracts that were awarded to AT&T and Sprint in December 1988. In the December 1997 *GSA Report to Congress on the Cost Effectiveness of the FTS2000 Program*, FTS2000 prices were shown to be 14 percent lower in the aggregate for the Government's telecommunications requirements than the lowest commercial equivalent. With the contracts due to expire in December 1998, FTS has worked with industry, Congress, and the Executive branch to develop a post-FTS2000 program strategy, or FTS2001, which outlines a flexible, evolving approach to provide for comprehensive contracts offering all telecommunications services worldwide. As allowed by law, FTS2001 will no longer be mandatory for Federal agencies; thus it will be increasingly important for FTS2001 services to be better, faster, cheaper, and easier to use than commercial services.

—Local Telecommunications Service provides local voice and data telecommunications to Federal agencies nationwide. In the wake of reforms effected by the Telecommunications Act of 1996, FTS is pursuing lower prices for service in the major markets through its Metropolitan Area Acquisition program. The program will take advantage of competition to achieve substantial price reductions for local telecommunications services in metropolitan areas.

The IT Solutions business line helps agencies acquire, manage, integrate, and use technology resources and protect the security of Federal information on-line. The programs under this business line are nonmandatory and fully self-supporting.

—The Federal Information Systems Support Program (FISSP) provides agencies with systems definition and design, business and scientific software services, computer security studies and risk analyses, facilities management, and other related services through contracts with private sector vendors. Its business

volume grew 13%, from \$276 million in FY 1995 to \$312 million in FY 1996.

—The Federal Systems Integration and Management Center (FEDSIM) helps agencies acquire and use information systems and technology, including hardware, software, maintenance, training, and analyst support. FEDSIM, through the Virtual Data Center Services contract, provides data processing outsourcing services to Federal agencies, offering a quick, low-cost alternative for obtaining commercial data processing services.

—The Federal Computer Acquisition Center (FEDCAC) delivers full-service management of computer acquisitions worth more than \$100 million. Its achievements include the FBI Fingerprint Identification System, the State Department mainframe upgrades, the Agriculture Department Forest Service Automation System, the National Institutes of Health computer facilities acquisition, and the Department of Energy telecommunications system. FEDCAC is currently working with FTS' Seat Management Program Office to award the Seat Management contract to provide desktop computing as a comprehensive service.

—The Federal Acquisition Support for Technology (FAST) procures commercially available off-the-self information technology software, equipment, and noncomplex integration services.

—The Office of Information Security provides worldwide information technology support services to all Government activities, including United States allies, conducting classified, sensitive but unclassified, diplomatic, or military missions. To meet this responsibility, the program participates in the development of governmentwide information security policies and provides a comprehensive range of information security technical services necessary to manage and support clients' mission critical information systems.

Federal Information Center Program A clearinghouse for information about the Federal Government, the program can eliminate the maze of referrals that people have experienced in contacting

the Federal Government. Persons with questions about a Government program, service, or agency, and who are unsure of which agency to contact, should contact the Center. A specialist will either answer the question or locate an expert who can.

The Center's telephones are answered by information specialists between 9 a.m. and 8 p.m., eastern time, Monday through Friday, except Federal holidays. The Center's information recordings that discuss frequently asked questions are available 24 hours a day.

For further information, contact the Federal Information Center toll-free. Phone, 800-688-9889. TDD, 800-326-2996.

Federal Information Relay Service (FIRS)

The Service acts as an intermediary for telecommunications between hearing individuals and individuals who are deaf, hard of hearing, and/or have speech disabilities. FIRS is accessible nationwide to all 50 States as well as the District of Columbia, Puerto Rico, the Virgin Islands, and Guam.

FIRS enables Federal employees to conduct official duties and the general public to conduct business with the Federal Government and its agencies. FIRS broadens employment and advances opportunities for individuals who are deaf, hard of hearing, and/or with speech disabilities by ensuring them accessibility to the Federal telecommunications system. There are no restrictions on the length or numbers of calls placed.

For a free copy of the *U.S. Government TDD/TTY Directory*, contact the Consumer Information Center, Department TDD/TTY, Pueblo, CO 81009. The directory is also available electronically through the Internet, at <http://www.pueblo.gsa.gov/>.

For a free copy of the *Federal Information Relay Service Brochure*, contact the GSA Federal Telecommunications Service. Phone, 703-904-2848. TDD, 202-501-2860 or 703-904-2440. To reach the Federal Information Relay Service, call 800-877-

8339. For FIRS online directory access, call 800-877-8845 (TDD).

For further information, contact the General Services Administration Federal Telecommunications Service. Phone, 703-904-2848. TDD, 202-501-2860.

Federal Supply Service

The Federal Supply Service (FSS) ensures that the Federal Government's requirements for personal property and administrative services are effectively met at the least overall cost to the taxpayer. It operates a worldwide supply system to contract for and distribute personal property and services to Federal agencies; provides governmentwide programs for transportation and travel management, transportation audits, and Federal fleet management; and administers a governmentwide property management program for the utilization of excess personal property and the donation and sale of surplus personal property.

The Service provides over \$14 billion annually in commercial goods and services to customers worldwide. The supply and procurement business line focuses on obtaining quality goods and services at the best value using the aggregate purchasing power of the Government to pass savings to customers. It actively seeks participation from small businesses and serves as the distributor for mandatory sources under the Javits-Wagner-O'Day Act and Federal Prison Industries. It is also ready to respond to national or military emergencies.

FSS operates a network of distribution facilities which make available over 18,000 high-demand items for freight shipments to large customers or express shipments to customer desktops. Customer orders are filled through the business line distribution system or direct delivery from contractors.

The business line contracts for over 4 million items and services used by both military and civilian agencies, including computers and software, automobiles, airline travel, office equipment and supplies, scientific and law enforcement equipment, small package delivery, and

the governmentwide purchase card. The business line reduces the Federal Government's financial, warehousing, transportation, and other administrative costs by eliminating the need for multiple agencies to make repetitive procurements for similar items. It procures a wide range of environmentally oriented products and services aimed at minimizing waste, conserving natural resources, and preventing pollution, including recycled-content products, alternative fuel vehicles, Energy Star computers and other office equipment, energy efficient appliances, safer paints and cleaning products, and recycling systems and services.

To eliminate unnecessary expenditures and maximize the utilization of federally owned personal property, FSS directs and coordinates, on a worldwide basis, a Government property management program. Under the business line, excess personal property valued at approximately \$17.4 billion annually, at original acquisition cost, is available for transfer to other agencies and, when no longer needed by the Federal Government, is allocated to the States for donation to eligible recipients or disposed of through competitive public sales.

To provide Government agencies with economical fleet management services, FSS operates an Interagency Fleet Management System comprised of approximately 150,000 vehicles, ranging from compact sedans to buses and ambulances. GSA acquires the vehicles, ensures that fuel and maintenance/repair services are available, and disposes of the vehicles when due for replacement. In conjunction with the Department of Energy, FSS introduced alternative fuel vehicles into the Federal fleet, and currently has approximately 10,000 in use.

The Service's Fleet Management Program is also responsible for developing regulations and procedures governing the management and oversight of all Federal Government motor vehicles, except those exempted under the Federal Property and Administrative Services Act of 1949, as amended.

As the Government's civilian freight manager, the FSS transportation business line provides rating and routing services to customer agencies at 20–50 percent off commercial rates, as well as small package overnight delivery service at a savings of 70 percent below commercial rates.

In addition, FSS coordinates governmentwide policy development for the management of Government aircraft through the Interagency Committee for Aviation Policy. Through its Federal Aviation Management Information System, FSS stores aircraft and facility inventory, cost and utilization data, and contract, rental, and charter data pertinent to all civilian agency aircraft.

For further information, contact the Federal Supply Service, Washington, DC 20406. Phone, 703–305–5600.

Public Buildings Service

The Public Buildings Service (PBS) provides work environments for over one million Federal employees nationwide. Since 1949, PBS has served as a builder, developer, lessor, and manager of federally owned and leased properties, currently totaling more than 280 million square feet in the 50 States, the District of Columbia, Puerto Rico, and the Virgin Islands. PBS provides a full range of real estate services, property management, construction and repairs, security services, property disposal, and overall portfolio management.

For further information, contact the Office of the Commissioner. Phone, 202–501–1100.

Office of Portfolio Management The Office of Portfolio Management has broad responsibility for the management of GSA's portfolio of Government-owned and leased buildings. Its mission is to enhance the value and performance of the portfolio in four areas: maximizing return on investment; promoting effective building utilization and operation; supporting Federal social and economic programs; and serving GSA customers. Its principal activities include strategic and business planning, capital investment and divestment

decisionmaking, and analysis of portfolio and asset performance.

For further information, contact the Office of Portfolio Management. Phone, 202–501–0638.

Office of Financial and Information Systems The Office of Financial and Information Systems manages PBS' financial management and information technology systems. The Office's chief responsibility is to ensure the financial viability of PBS and the Federal Buildings Fund. The Office's information systems responsibilities include providing customer service, system develop, oversight of the nationwide information technology platform, and project management. The Office provides integration for major information technology projects to ensure data integrity, quality, and a standard environment.

For further information, contact the Office of Financial and Information Systems. Phone, 202–501–0658.

Office of Federal Protective Service The Office of Federal Protective Service (FPS) enforces security rules and regulations governing public buildings, maintains law and order, and protects life and property in GSA-controlled buildings. FPS offers a range of security services to protect employees and visitors in GSA-controlled buildings. The Office develops and administers guidelines and standards for uniformed force operations, investigates criminal offenses, and oversees communications and alarm systems. The Federal Protective Service coordinates with appropriate Federal, State, and local government officials for security and law enforcement requirements. Through Executive Order 12977, FPS plays a critical role in providing security for all Federal facilities through its leadership of the Federal Interagency Security Committee.

For further information, contact the Office of Federal Protective Service. Phone, 202–501–0907.

Office of Business Performance The Office of Business Performance develops and implements the nationwide PBS performance standards for the management of real property programs.

Business Performance provides performance measures, technical expertise and guidance, and program advocacy for a range of real property programs, including building operations, capital improvement, realty services, building environmental management, fire and occupational safety, historic preservation, accessibility, and recycling. Business Performance serves PBS regional offices by disseminating best practices, coordinating management initiatives such as reengineering and activity based costing, and acting as a data/information clearinghouse. The Office also works to improve PBS performance by coordinating benchmarking among regions, other Government agencies, and industry.

For further information, contact the Office of Business Performance. Phone, 202-501-0971.

Office of Strategic Innovations The Office of Strategic Innovations is responsible for nurturing and facilitating the development of innovative products, practices, and strategies that improve PBS' performance, services, and competitive edge. Responsibilities include innovating and evaluating emerging issues affecting PBS through teams or working groups; developing ideas until they are well-framed; working with other parts of PBS to coordinate and shepherd initiatives in alliance with their eventual "owners," either within the National Office, a Center of Expertise, or in the regions; and bringing together resources to review, evaluate, and pursue concepts and ideas.

For further information, contact the Office of Strategic Innovations. Phone, 202-501-0376.

Office of Property Disposal Property Disposal manages the use and disposal of surplus real property governmentwide. Surplus properties are redistributed to other Federal agencies, State and local governments, and eligible nonprofit institutions for various public purposes, or are sold competitively to the general public. As a central broker, PBS is a one-stop agency for property disposal, with an expansive network of market contacts in the private and public sectors. Property Disposal provides assistance

and advice on complex disposal issues to Congress, military departments, other Federal agencies, State and local governments, and the private sector. The majority of this work is performed on a reimbursable basis.

For further information, contact the Office of Property Disposal. Phone, 202-501-0210.

Office of External Affairs The Office of External Affairs focuses on customer relations, strategic marketing, industry outreach, and communications. External Affairs is responsible for pursuing an active strategy of external communications focused on customer agencies, Congress, the Office of Management and Budget, industry, and the public. External Affairs' National Account Executive Program is a special effort to partner with key customers to raise their awareness of current and future services offered by PBS.

For further information, contact the Office of External Affairs. Phone, 202-501-0018.

Centers of Expertise PBS Centers of Expertise are located at both the National Office and in regional offices across the country to deliver state-of-the-art information and hands-on operating assistance quickly and efficiently for a particular project or situation. Centers of Expertise are groups of recognized leaders in a particular area who keep abreast of state-of-the-art techniques, propose new solutions to problems, and provide technical assistance and guidance to PBS regional activities. The missions of the 12 Centers reflect the diversity in PBS operations and include Design Programs, Historic Buildings and Arts, Presidential Libraries, Retail Tenant Services, Energy and Public Utilities, Courthouse Management, Complex Leases, Child Care, Site Selection and Acquisition, Project Management, Border Stations, and Property Disposal.

For further information about the Centers, call 202-501-0887.

Regional Offices Regional offices are located in 11 U.S. cities. Within its area of jurisdiction, each regional office is responsible for executing assigned programs.

Regional Offices—General Services Administration

Region	Address	Administrator
New England	Boston, MA (10 Causeway St., 02222)	Robert J. Dunfee, Jr.
Northeast and Caribbean ...	New York, NY (26 Federal Plz., 10278)	Robert Martin, <i>Acting</i>
Mid-Atlantic	Philadelphia, PA (100 Penn Sq. E., 19107-3396)	Rafael Borras
Southeast Sunbelt	Atlanta, GA (Suite 2800, 401 W. Peachtree St. NW., 30365)	Carol A. Dortch
Great Lakes	Chicago, IL (230 S. Dearborn St., 60604)	William C. Burke
The Heartland	Kansas City, MO (1500 E. Bannister Rd., 64131)	Glen W. Overton
Greater Southwest	Fort Worth, TX (819 Taylor St., 76102)	John Poulard
Rocky Mountain	Denver, CO (Denver Federal Ctr., 80225-0006)	Polly B. Baca
Pacific Rim	San Francisco, CA (5th Fl., 450 Golden Gate Ave., 94102)	Kenn N. Kojima
Northwest/Arctic	Auburn, WA (GSA Ctr., 98002)	L. Jay Pearson
National Capital	Washington, DC (7th and D Sts. SW., 20407)	Nelson B. Alcalde

Sources of Information

Consumer Information Center (CIC)

Organized under the Office of Communications, CIC assists Federal agencies in the release of relevant and useful consumer information and generates increased public awareness of this information. CIC publishes quarterly the *Consumer Information Catalog*, which is free to the public and lists more than 200 free or low-cost Federal consumer interest publications. Topics include health, food, nutrition, money management, employment, Federal benefits, the environment, and education. The *Catalog* is widely distributed through congressional offices, Federal facilities, educators, State and local governmental consumer offices, and private nonprofit organizations. For a free copy of the *Catalog*, write to the Consumer Information Center, Pueblo, CO 81009. Phone, 888-8-PUEBLO (toll-free). Bulk copies are free to nonprofit organizations. Information regarding the Consumer Information Center is also available electronically through the Internet, at <http://www.pueblo.gsa.gov/>.

Contracts Individuals seeking to do business with the General Services Administration may obtain detailed information from the Business Service Centers listed in the preceding text. Inquiries concerning programs to assist small business should be directed to one of the Business Service Centers.

Electronic Access Information about GSA is available electronically through the Internet, at <http://www.gsa.gov/>.

Employment Inquiries and applications should be directed to the Human Resources Operations Division (CPS), Office of Human Resources, General

Services Administration, Washington, DC 20405. Schools interested in the recruitment program should contact the Human Resources Operations Division (CPS), Office of Human Resources, Washington, DC 20405 (phone, 202-501-0370), and/or the appropriate regional office listed above.

Fraud and Waste Contact the Inspector General's Office at 800-424-5210 (toll-free) or 202-501-1780 (in the Washington, DC, metropolitan area).

Freedom of Information and Privacy Act Requests Inquiries concerning policies pertaining to Freedom of Information Act and Privacy Act matters should be addressed to the General Services Administration (CAI), Attn: GSA FOIA or Privacy Act Officer, Room 7100, Washington, DC 20405. Phone, 202-501-2262 or 501-1659. Fax, 202-501-2727. FOIA or Privacy Act requests concerning GSA regions should be directed to the FOIA or Privacy Act officers for the particular region (see regional office listing in the preceding text).

Public and News Media Inquiries The Office of Communications is responsible for the coordination of responses to inquiries from both the general public and news media, as well as for maintaining an information network with agency employees with regard to items of interest to the Federal worker. The Office issues news releases and is responsible for publishing the *GSA Update*, a daily bulletin of noteworthy items designed to keep agency employees apprised of pertinent issues.

Publications Many publications are available at moderate prices through the bookstores of the Government Printing

Office or from customer supply centers. Others may be obtained free or at production cost from a Small Business Center or the Federal Information Center. (See pages 575 and 577, respectively.) The telephone numbers and addresses of the Federal Information Centers and of the Government Printing Office bookstores are listed in local telephone directories. If a publication is not distributed by any of the centers or stores, inquiries should be directed to the originating agency's service or office. The addresses for inquiries are:

Public Buildings Service (P), General Services Administration, Washington, DC 20405

Federal Supply Service (F), General Services Administration, Washington, DC 20406

Office of Finance (BC), General Services Administration, Washington, DC 20405

Federal Technology Service (T), General Services Administration, Falls Church, VA 22043

Those who would like a list of publications or who are not certain of the service or office of origin should write to the Director of Publications (XD), General Services Administration, Washington, DC 20405. Phone, 202-501-1235.

Small Business Activities Inquiries concerning programs to assist small businesses should be directed to one of the Small Business Centers listed in the preceding text.

Speakers Inquiries and requests for speakers should be directed to the Office of Communications (X), General Services Administration, Washington, DC 20405 (phone, 202-501-0705); or contact the nearest regional office.

For further information concerning the General Services Administration, contact the Office of Communications (X), General Services Administration, Washington, DC 20405. Phone, 202-501-0705. Internet, <http://www.gsa.gov/>.

INTER-AMERICAN FOUNDATION

901 North Stuart Street, Arlington, VA 22203
Phone, 703-841-3800

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The Inter-American Foundation is an independent Federal agency that supports social and economic development in Latin America and the Caribbean. It makes grants primarily to private, indigenous organizations that carry out self-help projects benefiting poor people.